



# COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

HEADQUARTERS  
579 KENNETH HAHN HALL OF ADMINISTRATION • LOS ANGELES, CALIFORNIA 90012  
(213) 974-2406 FAX (213) 621-0387

BRANCH OFFICE  
3333 WILSHIRE BOULEVARD • LOS ANGELES, CALIFORNIA 90010  
(213) 738-2222 FAX (213) 637-0820

**MICHAEL J. HENRY**  
DIRECTOR OF PERSONNEL

May 4, 2005

To: Each Supervisor

From: Michael J. Henry  
Director of Personnel

Dr. Thomas L. Garthwaite  
Director, Department of Health Services

Subject: **PROPOSED WORK ORDER WITH GARTNER INCORPORATED FOR THE IDENTIFICATION OF DEPARTMENT OF HEALTH SERVICES' REQUIREMENTS FOR TIME COLLECTION DEVICES AND THE DEVELOPMENT OF A REQUEST FOR PROPOSAL (RFP)**

This is to notify you of our intentions to request the Internal Services Department (ISD) to execute Work Order N7E-0064 with Gartner for an amount not to exceed \$377,000 for a period of six months from date of execution, under the Information Technology Support Services Master Agreement (ITSSMA).

The Department of Human Resources (DHR) and the Department of Health Services (DHS) are requesting a consultant or team of consultants from the same firm to research solutions and to write technical documents related to a Request for Proposal (RFP) solicitation for Time Collection Devices for DHS. This RFP will be designed to obtain a qualified contractor to provide, install, integrate and test time collection device(s). The subject Work Order will exceed \$300,000 and in accordance with ITSSMA guidelines, prior Board notice is required.

## **BACKGROUND**

DHS' current time collection system is a punch-card based system and is inefficient and dependent upon obsolete and failing equipment. This system will be replaced by the CGI-AMS timecard system approved by the Board through an amendment to the agreement with CGI-AMS for Phase II of the eCAPS project.

In conjunction with the roll-out of the new web-based timekeeping system provided by CGI-AMS, DHS desires to implement additional functionality to enable the department to receive real-time labor data regarding its employees as well as for providing additional security features. Real-time labor data would be available for DHS employees such as

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doctors, nurses, environmental health specialists and social workers who work in multiple locations. The proposed Work Order will provide a consultant to research possible solutions and write technical documents related to an RFP solution(s) for TCD to address Time Collection needs for these DHS employees.

DHS and DHR have peripherally reviewed time collection badge systems that also provide access to secured areas. Examples of this type of access may include specified staff obtaining drugs from a Medication Supply Room or access to the Operating Room.

Time Collection devices include such things as:

- Badge terminals which engage employees to swipe their identification badges to enter start and end shift labor data;
- Biometric verification terminals which enables employees to confirm identities by location via finger scan technology;
- Smart cards which enables employees physical access to controlled locations as well as collect labor data;
- Handheld mobile devices which collect real-time labor data for employees who move between jobs during the day such as public health investigators, truck drivers, road construction crew and social workers;
- Telephone-based interactive voice response (IVR) applications which enable employees to enter labor data within a facility or at a remote location via touch tone and/or cellular phones.

These time collection devices facilitate employees to submit start and end shift times or enter worked hours, and labor transfers especially for those employees who do not have access to a computer terminal. They also assist management with security enhancements and real-time job costing data. The CGI-AMS timekeeping system has the capability to receive data in an XML format that the Time collection devices would generate and supply to CGI-AMS. Through the target RFP, DHR and DHS wish to contract for goods and services with a qualified contractor to provide, install and integrate the optimal time collection devices in the various DHS medical facilities. Deployment of this technology will allow DHS to track, in real time, when employees come on and off shifts; the specific units the employee worked in as well as enhanced access control and data related to secured areas.

## **SCOPE OF WORK**

This scope of the Work Order includes:

- Facilitation of user meetings to define current and targeted business requirements;
- Conducting face-to-face meetings with DHR and DHS Administrative, medical and nursing staff to obtain definition of TCD/TCS requirements of 36 DHS facilities;
- Review, analysis, and definition of alternative TCD/TCS system architectures;
- Presentation to committee of recommended best-fit TCD/TCS alternatives with pros and cons. A roundtable discussion and consensus on prevailing alternatives that would address targeted business requirements;
- Facilitation of all committee meetings related to the completion of the RFP and the evaluation instrument;
- Preparation of a report that identifies technical architecture recommendations using



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- generic definitions;
- Preparation of the RFP Statement of Work;
- Compilation of the RFP package;
- Participation in the Proposers Conference;
- Preparing a technical evaluation instrument for TCD proposals;
- Participating in the proposal evaluation process; and
- Assisting with final contract negotiations.

## JUSTIFICATION

DHS has noted a critical need for streamlining time collection and payroll efficiencies throughout its department. The development of the proposed RFP will address Recommendation 9.14.1 made by Navigant Consulting to streamline time collection and payroll efficiencies at DHS' Martin Luther King/Drew Medical Center (KDMC) and is essential at other DHS facilities as well. DHS does not have sufficient staff with the appropriate expertise to complete this project in the short timeframe available and therefore are using ITSSMA to supplement the project staff. Gartner was selected on the basis of a competitive Work Order solicitation.

## FISCAL IMPACT

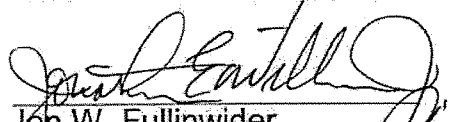
This is a fixed price deliverable Work Order and the maximum amount of the proposed Work Order is \$377,000. Funding is available in the Department of Health Services' Fiscal Year 2004-05 Budget. DHS has also identified funding in its proposed 2005-06 budget for time collection efficiencies.

## NOTIFICATION TIMELINE

In accordance with the ITSSMA policies and procedures, we are informing your Board of our intention to request ISD to execute this work order. In two weeks we will instruct ISD to proceed with execution of the subject Work Order.

If you have questions or require additional information, please feel free to contact Mr. Henry at (213) 974-2406, or Dr. Garthwaite at (213) 240-8101.

NOTED AND APPROVED:



Jon W. Fullinwider  
Chief Information Officer

MJH:MCF  
TLG:sb

c: Chief Administrative Office  
County Counsel  
Executive Officer, Board of Supervisors  
Director, Internal Services Department